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Universal Orlando Resort™ Team Member Newsletter
October 16 - 29, 2017

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TEAM MEMBER SATISFACTION
TSAT in Action
YOU ASK. WE RESPOND. ALL YEAR LONG.

AWARD WINNERS!

The TSAT in Action Awards recognize leaders and members of their team based on their 2017 action plans. Each of them contributed significantly to creative and impactful action plans that were developed in response to specific Team Member feedback. Their collective effort is a great example of how leaders and Team Members are continuously working together to make TSAT more than just a survey.

Check out the winners' names on page 3!

UNIVERSAL ORLANDO RESORT™

PRODUCED BY UNIVERSAL ORLANDO RESORT™ TEAM MEMBER COMMUNICATIONS

Growth Is Universal

SPRING FORWARD

Apply NOW for Spring & Summer Internships

Gaining exposure as an intern is a great way for Team Members to enhance their college and Universal Orlando experience. Throughout an internship, student Team Members further their professional development with specific learning goals related to their major while gaining hands-on experience.

Applications are now being accepted for Spring and Summer. All internships are paid and vary by length, averaging 10-12 weeks. Interns can participate in a maximum of two consecutive internships.

To be eligible for a Universal Orlando Internship, applicants must:

- Be actively enrolled during the semester in which they are participating
- Have a minimum cumulative GPA of 3.00
- Be pursuing a major related to the internship
- Adhere to any other applicable requirements as stated in the internship job description
- Complete a minimum of six months in current role
- Have at least eight attendance credits
- Have no written performance counseling sessions in past six months

Team Members who participate in a Universal Orlando Internship would:

- Maintain their employment classification so benefits are not impacted.
- Return to their current role at the end of one internship. If the internship opportunity is extended and the Team Member chooses to remain in the internship for a second semester, which is the maximum allowable length of an internship at Universal Orlando, they should speak with their home department's leadership regarding the feasibility of their role being held for another semester.

Team Members are paid the higher rate of either the internship rate or their current pay rate unless otherwise determined by Compensation.

To apply for an internship, Team Members can access the Internal Application System on **UOTeam.com**

For questions, contact **CareerNetwork@universalorlando.com** or call 407-224-6677

Universal Orlando Resort Career Network

Technical Services Apprenticeship Programs Accepting Applications

Are you interested in building a career in Technical Services in the Ride & Show maintenance or Utilities maintenance fields? Through UO's Technical Services Ride & Show Apprenticeship Programs and Utilities Journeyman Apprenticeship Programs, interested Team Members can work toward becoming a regular full-time Technician!

If you are interested in developing, growing, and advancing your career in the Technical Services field, then these incredible Apprenticeship Programs are one of many avenues you can take to reach your potential!

Ride & Show Apprenticeship Program - The Ride & Show Apprenticeship Program is an intensive 3-year program designed to identify, evaluate, select and train, individuals to fill Ride & Show Technician positions. During this time, Apprentices will get the opportunity to work and learn under highly professional Supervisors and technicians while developing essential skills and competencies to better prepare in becoming qualified to accept a Ride & Show Technician role.

Ride & Show Accelerated Apprenticeship Program - Technical Services Ride & Show Accelerated Apprenticeship Program is an exciting opportunity for Team Members who possess an AA Degree, AS Degree or higher in a technical field, or a certification of completion from an approved Trade School, to work toward becoming a Ride & Show Technician in an accelerated time frame.

Utilities Journeyman Apprenticeship Program - New this year, the Technical Services Utilities Department is expanding their Apprenticeship Program to include opportunities in the Electrical, Plumbing and Heating, Ventilation & Air Conditioning (HVAC) skilled trades. This is an intensive 4 year program designed to identify, evaluate, select and train individuals to fill Utilities Technician positions.

Shadowing Sessions - Technical Services will be offering shadowing sessions for those interested in learning more. Visit **UOTeam.com/yourcareer** for more information on dates and times.

Safety. Reliability. Quality. TECHNICAL SERVICES UNIVERSAL ORLANDO RESORT

All Candidates must:

- Be at least 18 years of age and possess a valid Florida Driver's License
- Have a minimum of 10 attendance credits and no written or higher counselling's within a 6 month period
- Be able to commit to 3rd shift hours (10:00 p.m. – 8:30 a.m.) and attend selected daytime classes
- Be physically capable of performing essential job functions, including the ability to regularly lift 50 pounds
- Have the ability to work at heights up to 240 feet
- Possess a high school diploma or equivalent. Degree or Trade School certification required for the Accelerated Apprenticeship Program

Candidates will need to apply to enter the program through an application and assessment process that includes two required letters of recommendation from Universal Orlando Leadership, a current resume, and a panel interview process if there are further interests. For more detailed information, and to apply please visit **UOTeam.com/yourcareer** and apply online for either the **Ride & Show Apprenticeship Program, the Ride and Show Accelerated Apprenticeship Program, or the Technical Services Utilities Journeyman Apprenticeship Program.**

▪ ***The closing date for all applications is Friday, November 17*** ▪

HOT JOB!

Ticket Sales Associates (Regular & Casual)

Do you have a passion for sales and providing great guest service? If so, we are excited to announce that Universal Orlando's Pass Sales Department is now recruiting for Ticket Sales Associates! Universal Orlando Ticket Sales Associates help guests select the very best ticket options for their party. A large portion of the day will be spent greeting guests and selling ticket packages. You will have the opportunity to utilize your sales skills to add value and increase product awareness by offering all the information needed to meet the needs of our guests.

To be eligible to apply for this position, applicants must have at least 8 attendance credits, been in their current position for at least six months and no written counselings within the last six months.

POSITION DETAILS:

- Full Time (Regular) and Part Time (Casual) positions with a minimum starting pay rate of $10.00/hr plus commission
- Must be comfortable up-selling and working indoors & outdoors
- Must have a minimum of three (3) days of full availability, including at least 1 weekend day (Sundays/Mondays preferred)
- Training requires 2 weeks of flexible availability

Please visit **UOTeam.com/yourcareer** for more information and to submit your application!
Questions? Contact the **UO Career Network** at 407-224-6677 or **careernetwork@universalorlando.com.**

In the Spotlight

The Able Trust Names Universal Orlando Resort "2017 Employer of the Year"

Scot LaFerté (second from right) is joined by UO colleagues and members of The Able Trust

The Able Trust, also known as the Florida Endowment Foundation for Vocational Rehabilitation, is a 501(c)(3) public-private partnership foundation established by the Florida Legislature in 1990. Its mission is to be a key leader in providing Floridians with disabilities opportunities for successful employment. Since its establishment, The Able Trust has worked with community organizations throughout the state to help thousands of Floridians with disabilities enter the workforce.

Each year, the organization recognizes businesses across Florida that have an exceptional record of disability friendly practices. This year, The Able Trust recognized **Universal Orlando Resort** and **Scot LaFerté,** Sr. Vice President, Human Resources, as the 2017 Employer of the Year.

Here's an excerpt from The Able Trust about UO and Scot's accomplishments:

"Universal Orlando Resort has fostered the development and growth of Team Member Resource Groups, which include groups such as the African American Network, the Asian Pacific American Network, Out for LGBT members, Unidos for Hispanic-Americans, Veterans Network, Woman's network, and MyAbilities, the group that assists with team members who have a disability. The company focus of the MyAbilities group is "to be recognized as a workplace that embraces the disability community by valuing differences." The goals of the group include supporting independence and promoting workplace contributions made by people with varying abilities. Well known among the disability network for its diverse and inclusive philosophy, Universal has the fortune to have a great supporter of those goals among its key executives. Under the visionary leadership of Scot LaFerté, teams across the various disciplines of the human resources department work to understand the best way to collaborate, innovate and deliver results. Scot continues to serve as an exemplary leader, embodying Universal's culture of inclusion.

He lives the Universal Way, which highlights the best way we can each stand out to deliver unforgettable moments to all: guests, Team Members, suppliers and the community. He knows that people are at the heart of all that Universal does, and he continues to find ways that all people can contribute to the company's mission and vision. Under his leadership, inclusion is Universal."

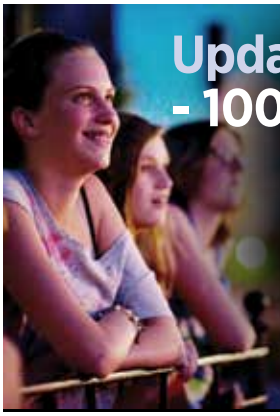
Congratulations!

Back row (l to r) **Frank Miller, Francisco Alicea** • Front row (l to r) **Amanda Rina, Laura Cannington, John Murphy**

Guest Contact Center Team Members Recognized at the Circle of Excellence Awards

Every year the National Customer Service Association (NCSA) conducts regional competitions to find "the best of the best" Call Center Team Members. In Central Florida, most of the major Call Centers conduct internal contests and then submit their winners as Nominees to be recognized at the Circle of Excellence Awards. This year, we had nominees in various categories such as "Sales," "Service," and "Help Desk."

Universal Orlando's Guest Contact Center nominated five outstanding Team Members for the NCSA Circle of Excellence Awards, and our very own **Amanda Rina** received the prestigious Diamond Award! All of the nominees were honored at a banquet (pictured at left). **Congratulations, GCC!**



Update: *Universal's Cinematic Spectacular* - 100 Years of Movie Memories

A new nighttime lagoon show is coming to Universal Studios Florida that will include new animation featuring characters from favorite Universal attractions, a new storyline, new music, lighting and special effects. It will take Universal's Cinematic Spectacular – 100 Years of Movie Memories, which is now closed, to an entirely new level.

This is one of many new experiences coming to Universal Orlando as we continue to grow our destination. Stay tuned to the Universal Orlando blog for updates – more details will be released soon.

TSAT IN ACTION AWARD WINNERS!

Each of these leaders contributed significantly to creative and impactful action plans that were developed in response to specific Team Member feedback. Congratulations to the honorees!

ADMINISTRATION
HR Field Team: **Brinkley Ruffin**

ENTERTAINMENT
The Wizarding World of Harry Potter - Hogsmeade™: **Douglas Barker** and **Laurie West**
Technical Entertainment Production—Events: **Tony Capranica**, **Cosme Ramirez**, and **Amy Snyder**

FINANCE
Revenue Operations: **Anita Yeung**

MARKETING & SALES
Marketing Resource Management: **Christina Yost**

PARK & RESORT OPERATIONS
Loss Prevention/Investigations: **Kristina Pagan**
Guest Communications: **Justin Allnock** and **Monique Watson**
CityWalk Park Services Days: **Judie Arburola**, **John Chwalisz**, **Samantha Davis**, **Justin King**, **Joshua Kirdy**, and **Brittney Mercado**
Popeye & Bluto's Bilge-Rat Barges: **Adam Heavner** and **Chris Shaw**

PARKS TECHNOLOGY
USH Ticketing: **Arlen Mirzaian**
UO Ticketing: **Michael Marcellus**

REVENUE OPERATIONS
Sapphire Falls/Royal Pacific Resort Merch: **Naima Bouazir**, **Chip Campbell** **Elizabeth Cruz**, and **Elyse Rauh**
Bob Marley - A Tribute to Freedom℠: **Rado Dimitrov**, **Ian Merchant**, and **Megan Tanner**
South Carts: **Lauren Allen**, **Aaron King**, Karla Mendez, and Sharon Only

TECHNICAL SERVICES
Ride & Show / Harry Potter and the Escape from Gringotts™: **Byron Osborn**
USF Facilities—WA5: **Sean Barry**
Auto/Boat Shop: **Maureen Connor**, **Craig Reuter**, and **Wayne Roberts**

UNIVERSAL CREATIVE
Universal Beijing Project: **Martha Gutierrez**, **Michael Souza**, and **Michael Sprouls**

Making an Impact

SPIRIT DAY 2017

Show Your Spirit and Support LGBT Youth

On Thursday, October 19, Universal Orlando's Out, OUT@NBCUniversal, and Out at Comcast will again join GLAAD (the Gay and Lesbian Alliance Against Defamation) and thousands of other Americans by wearing purple on #SpiritDay. Wear purple* as a symbol of your support for lesbian, gay, bisexual, and transgender (LGBT) youth and to speak out against bullying in our schools nationwide.

Visit **glaad.org/spiritday** to sign the pledge and take a stand against bullying.

Capture the Spirit
Visit photo booths at IOAsis and Backlot Bistro from 11:30am - 1:30pm to create memories and honor Spirit Day.

Tag It & Get Social
Use hashtags #SpiritDay to Tweet, Facebook, or Instagram you and your team "going purple," or email your photos to SpiritDay@nbcuni.com. You may just be included in the official Comcast NBCUniversal #SpiritDay Galleries!

(Remember, use of respectful communication etiquette and adherence to Universal Orlando guidelines is expected from all Team Members. For more information refer to our Social Media Policy.)

***Note for Wardrobed Team Members:**
We also invite you to wear purple into work for #SpiritDay; however, please remember that all company wardrobe and grooming guidelines apply when working on-stage in your venue or work location.

About Our Team Member Resource Group – Out

Out is Universal Orlando's Team Member Resource Group supporting LGBT Team Members and straight allies. To learn more, visit **UOTeam.com/diversity.**

Support Canine Companions for Independence® at the Dogfest Walk n' Roll™

Grab a leash and be a part of DogFest Walk 'n Roll™, a community dog walk supporting the mission of Canine Companions for Independence®. Celebrate the community of people and dogs that make it possible for Canine Companions to show that the most advanced technology capable of transforming the lives of people with disabilities has a cold nose and a warm heart.

Participate as an individual or gather a team of coworkers, friends, or family and commit to raising funds leading up to the event. Orlando's DogFest Walk 'n Roll is taking place on Saturday, November 18 at the beautiful Lake Lily in Maitland. There will be fun and games for adults, children and dogs! Plus, plenty of food and shopping for everyone! The event kicks off with a moving ceremony and then participants are invited to take a leisurely stroll around Lake Lily.

DogFest Walk 'n Roll
Saturday, November 18
9:00am – 2:00pm
Lake Lily (Maitland)

Help Orlando's DogFest Walk 'n Roll reach their goal of $100,000 and have a tail-wagging good time along the way. To register your fundraising team, volunteer, or learn more, visit **cci.org/DogFestOrlando.**

Participate in the 2017 Greater Orlando Heart Walk

Did you know that cardiovascular disease is the No. 1 killer of all Americans? Join Universal Orlando to support the American Heart Association's Heart Walk to take a stand against heart disease and help save lives. Heart Walk promotes fun ways to be physically active and make healthier choices every day. Imagine the impact if we reduce death and disability from cardiovascular diseases and stroke by 20 percent by 2020. Help the American Heart Association reach this lifesaving goal by joining Universal Orlando's team or making a donation today.

Visit heartwalk.org for more information!

2017 Greater Orlando Heart Walk
Saturday, November 18
Check-In 8:00am / Starts 8:30am
Length of Walk 3 mile and 1 mile route options
4000 Central Florida Boulevard

Volunteer at Teach-In on November 15!

Orange County Public Schools is hosting its 2017 Teach-In and you are invited to be a part of it! Teach-In is a day dedicated to bringing students together with volunteers from the local business community. Support education by dedicating a few hours on Wednesday, November 15 and represent Universal Orlando at local schools!

For more information, contact **Amber Pandohie at 407-224-8157** and stay tuned to **myUO** and **UOTeam.com** in the coming weeks for updated information on volunteer sign up and registration.

Are You Volunteering? Become a Club 52 Member

Club 52 is an exclusive group of Universal Orlando's top volunteers. You too can be a part of the club – just volunteer an hour a week! If you volunteer at least 52 hours during the calendar year at qualified organizations, you are automatically eligible to be part of Club 52! Members receive official club merchandise and quarterly incentives such as restaurant gift certificates and other giveaways. If you coach a little league team, volunteer at a local school, or lend a hand at an area non-profit agency, your volunteer efforts may qualify. It's easy to be a Universal Orlando Volunteer!

Visit UOTeam.com/ourcommunity to learn more and get started.

BRAVO
AWARD WINNERS

BRAVO recognizes and rewards overall excellence in job performance and is celebrated on a monthly basis for outstanding hourly or non-exempt Team Members. BRAVO Award Winners receive a $100 award check, a preferred parking spot for the month, and a UO Gift Card! Further information regarding this program is available through your HR Manager or department leader. Congratulations to this month's winners!

Jane Mercurio
Marketing & Sales
UOR

Terrence Harris
Entrance Operations
UOR

Katherine Malinauskas
Event Operations
UOR

Christopher Rybicki
Attractions Operations
UOR

John Colon
Attractions Operations
IOA

Alexis Rodriguez
Attractions Operations
USF

Albin Pettersson
Parking & Transportation
UOR

William Romanelli
Park Security
UOR

Marie Esposito
Revenue Operations
USF

Maria Atuesta
Food & Beverage
USF

Denise LaMotta
Food & Beverage
USF

Donald Cupo
Food & Beverage
IOA

Richard Demers
Park Services
UOR

Ashley Nelson
Revenue Operations
CW

Kristen Richardson
Revenue Operations
CW

Andrew McKay
Revenue Operations
UOR

Adam Hostetler
Revenue Operations
IOA

Josefina Decampos
Entertainment
UOR

Stephanie Swift
Entertainment
UOR

Gina Escobedo
Entertainment
UOR

James Morse
Technical Services
UOR

Jose Quinones
Shared Services
UOR

Francky Darius
Park Services
UVB

Christian Coates
Aquatic Operations
UVB

Djalvina Cole
Legal
UOR

Jeffrey Smith
Technical Services
IOA

OCTOBER 2017

To learn more about Universal Orlando's Team Member recognition programs, visit **UOTeam.com/recognition**

Around Our Universe

UOTM EXCLUSIVE

Download the KRONOS Mobile App For Schedule Convenience

Did you know there's a KRONOS Mobile app? You can access your work schedule from the convenience of your smart phone! With the app, you are able to:

- View your timecard
- Keep track of your accruals (PTO, Vacation Time, etc.)
- Request time off or open shifts
- and more!

The app is officially named KRONOS Mobile in Apple and Android app stores. Once downloaded, enter the following link for the Server on the Mobile App when first accessing the app:

https://kronos.universalorlando.com/wfc

For more information on how to download and use the app, visit **UOTeam.com/kronos** and select **'Step-by-Step KRONOS Instructions'**.

KRONOS

Updated Team Member Discount at Studio Styles

The best brands on the boulevard are now available at a 35% discount (previously 10%) for UO Team Members at Studio Styles, located in Universal Studios Florida!

This incredible discount is applicable to all of the boutique's offerings, including sunglasses, watches, and apparel. With a collection of coveted brands like Oakley®, Prada, and more, this is a deal Team Members will not want to miss out on.

Adopting a Destination Mindset: Guest Services

As we continue to connect as a destination, teams at Universal Orlando and Loews have come together to focus on establishing a seamless destination guest experience. Earlier this year, the first-ever Universal Orlando Resort Destination Guest Services meeting took place with over 70 Operations and Guest Service leaders across Universal Orlando and Loews Hotels.

Led by **Trisha Engler,** Vice President Entrance Operations, Universal Orlando, and **Dave Bartek**, Vice President Operations, Loews Hotels at Universal Orlando, the quarterly meeting series kicked off with a joint vision to think globally and put our guests at the center of our destination experience. **To accomplish this, leadership teams from both UO and Loews launched key initiatives that have been making a big impact, here's just a few examples:**

- **Guest Recovery:** The team introduced a **Guest Recovery Process** with a hotel-dedicated priority line.
- **Cross-Educational Tours:** Guest Services teams from Loews Hotels received an overview of Guest Services at UO and took tours of Volcano Bay to prepare them for resort guest questions. UO's Guest Services team took part in a Front Office Shadow Program at our On-Site Hotels to better understand their processes. There are plans to continue this as an ongoing program in 2018.
- **Contacts:** A "who's who" contact list was established and distributed to both teams to help provide quick access to the right answers to guest inquiries.

"We have to think globally about our guests and create a seamless guest experience," says Dave. "We need to be true partners and one destination." Technology is also a topic of conversation for the group and how it will change the guest experience. "Future technology will provide more tools to enable us to better service our guests, but it won't replace the personalized customer service we deliver," adds Trisha. The Destination Guest Services Leadership Team will continue to meet quarterly and are dedicated to their partnership and sustainment of these valuable initiatives as our resort continues to expand.

Upcoming Events at Our On-Site Hotels

Velvet Sessions: Bret Michaels SOLD OUT

The award-winning "Velvet Sessions" is a rock & roll cocktail party held in the Velvet Bar and Lobby Lounge of the Hard Rock Hotel® which showcases different types of specialty cocktails along with fabulous finger foods, and great live music from legendary musicians. Attendees will see Bret Michaels at the legendary adult-only Halloween party, performing hit songs including "Every Rose Has Its Thorn," "Nothin But A Good Time," "Unskinny Bop," and many more.

THURSDAY, OCTOBER 26 / 6:30pm / Hard Rock Hotel Velvet Bar & Lounge

Velvet Sessions is a 21 and older event.

Jake's Beer Festival

Twice each year, Loews Royal Pacific Resort™ hosts Jake's Beer Festival under the outdoor Wantilan Pavilion. The festival features 50 or so craft and specialty beers, creative and tasty foods expertly prepared plus live entertainment to fill the night air.

FRIDAY, OCTOBER 20 / 6:00pm - 9:00pm / Loews Royal Pacific Resort

Jake's Beer Festival is a 21 and older event.

Thank You for Another Successful Health Fair!

On October 11, hundreds of Team Members took the opportunity to learn more about health programs and community resources from over 35 health experts and vendors at this year's Health Fair.

In addition to a variety of prize drawings, Team Members were able to take advantage of free flu shots, as well as free health screenings for A1C (diabetes) and bone density. Thank you to everyone who participated – we're already looking forward to next year! *(Check out the back cover of this issue for photos of this event!)*

STILL NEED A FLU SHOT?

Free flu shots will be available in the Wardrobe Hallway Monday through Friday (October 16 – 20) and at the following locations:

Commodity Circle – Friday, October 20 • 10:00am - 2:00pm
Volcano Bay (Building 302) – Wednesday, October 25 • 10:00am - 2:00pm
Exchange Drive – Thursday, October 26 • 9:00am - 2:00pm

After that, Team Members may schedule an appointment for their flu shot at TeamCare, 407-224-CARE (2273). Flu shots are free for UO Team Members. For third party Team Members who would like a flu shot, they can present their insurance information and pay the applicable co-pay, or pay $26 without insurance.

Perks & Play

UOTMS
Universal Orlando Resort™ Team Member Services

APPRECIATION

Your Park After Dark - Despicable Me Minion Mayhem™

It's the FINAL 'After Dark' event of the year!
And you're invited to this Team Member - exclusive party after park close. Enjoy food, entertainment, and rides on **Despicable Me Minion Mayhem™.**

Your Park After Dark
Despicable Me Minion Mayhem™
Wednesday, November 1
9:00pm - 10:30pm
Team Members Only, No guests

ACTIVITIES

November Book and a Movie!

Join us as we read a timeless classic: ***Murder On The Orient Express.*** A lavish train ride unfolds into a stylish and suspenseful mystery. From the novel by Agatha Christie, Murder on the Orient Express tells the story of thirteen stranded strangers and one man's race to solve the puzzle before the murderer strikes again.

Team Members have the option of purchasing a movie ticket for the film showing after the book club at AMC CityWalk. Books available in the Team Member Services room.

November Book and a Movie: ***Murder On the Orient Express***
Friday, November 10
5:30pm / Hollywood Suite (USF)
Coninued at AMC CityWalk
One guest welcome

Team Member Tickets to Halloween Horror Nights™ 2017

Reminder: *Eligible Team Members Can Still Invite a Guest to One (1) of Four Remaining Event Nights!*

For the first time ever, UO Team Members are able to bring a guest to a Halloween Horror Nights event night for free! Team Members who have not already converted their one (1) quarterly comp pass to a Halloween Horror Nights ticket can still do so for one (1) of the following remaining event nights:

Monday, October 30 • Friday, November 3 • Saturday, November 4

Visit UOTeam.com/comppass for detailed instructions on how to place orders. If you don't use the ticket, it goes back in your regular quarterly comp pass bank - and as always, Team Members will be able to purchase discounted tickets for up to six (6) guests over the course of the event.

Note: The Halloween Horror Nights Complimentary Guest Ticket offer is not available to third party, concessionaires, or Loews Hotel team members.

UO Fun Run Registration Ends November 5

Don't miss your chance to sign up for the 2nd Annual Universal Orlando Fun Run 5k through both Universal Studios Florida™ and Universal's Islands of Adventure™ Theme Parks on December 2. The run begins at 6:00am and will have lots of fun surprises in store! The Fun Run is open to Universal Orlando and Loews Hotel Team Members, 3rd Party team members, Annual Passholders, and their friends & family – all ages are welcome.

New this year: **TEAMS!** Register as an individual or a team. Special prizes go to the largest team. For details or to register, visit **UOFunRun.com** today!

UO Fun Run 5K ▪ Saturday, December 2 / 6:00am ▪ Register: UOFunRun.com

QUICK CUTS

Share Your Celebrations

- Congratulations to **Megan Miller** from Security and **Michael Ploeckelmann** from Merchandise on their recent engagement.
- Congratulations to **Lisa Simmons** from Technical Services and Tanya Mistysyn - the couple wed on September 1.
- Congratulations to **Diane Gnida** from Merchandise and Ted Gnida - the couple celebrated their 27th wedding anniversary on September 29.
- Congratulations to **Christian Dones** from Premium Services (UVB) and **Sarah Grace Jans** from Entertainment - the couple wed on October 5.
- Congratulations to **Samantha Pattison** from Attractions Operations and **Sean Weaver** from Entertainment - the couple wed on October 7.
- Congratulations to **Benny Freeman** from Technical Services and Leslie Freeman - the couple celebrates their 12th wedding anniversary on October 21.
- Congratulations to **Brigitte Foster** from Entertainment and Ken Foster - the couple celebrates their 20th wedding anniversary on October 25.

Are you celebrating a recent wedding anniversary, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of ***UO News!*** Simply visit **UOTeam.com/celebrations** and fill out the easy-to-use form with your information.

HHN 2017 Hunt 'n Find Game Winner!

Congratulations to **Jeremy Evensen** from Attractions Operations for correctly solving last issue's "Hunt 'n Find" activity! Stay tuned to the ***UO News*** for future opportunities to complete fun activities and win prizes.

1. Dead Waters 2. Altars of Horror
3. Scarecrow: The Reaping 4. The Fallen
5. The Hive 6. Dead Waters 7. The Hive
8. Festival of the Deadliest
9. Invasion! 10. Scarecrow: The Reaping
11. Dead Waters 12. The Hive

Team Member Milestones

Congratulations to all Team Members Who Are Celebrating Their Anniversary with the Company in October!

25 YEARS

Entertainemnt
Patricia Garden
Tanya Nichols

Security
Steven Barton

Technical Services
Jeffrey Bloomingdale

20 YEARS

Food & Beverage
Nathan McPhee

Human Resources
Jennifer Navaras

15 YEARS

Entertainment
Anthony Bowman
Mario Ciancaglini
Starr Faulkner
Matthew Flood
Joshua Siniscalco

Finance
Anna Hodges

Food & Beverage
Lynette Otwoma

Technical Services
Wayne Roberts

10 YEARS

Attractions Operations
Daniel Wilson
Jeffrey Wilson

Food & Beverage
Megan Atkinson
Sandra Guerrero
Marie Hurd
Khalifa Ishtewi
Sherley Maurice

Merchandise
Ronald Hopkins
Weiwen Wu

Park Services
Patrick Ivey
Harry Oquendo

Security
Joseph Sites

Technical Services
Paul Bell
Scott Berry
Gene Gilliam
Jean-Delot Leon
Nathaniel McComb
John Sadloski
Carrie Wagner

5 YEARS

Attractions Operations
Shannon Foster
Monaise Joseph

Entertainment
Ariel Anselmi
Alie Chauncey
Justin Dean
Karen Figlestahler
Jennifer Gannon
Monique Garcia
Brett Gunio
Justin Hambey
Shannon Lynch
Gustavo Maldonado-Rolon
Jennifer McCleary
Christine Messina
Erin Murphy
Stephen Pugh
Jonathon Timpanelli
Jessica Varner

Entrance Operations
Teresa Barrett
Jorge Castro Elvir
Trisha Cox

Event Operations
David Barr

Finance
Greg Kaiser

Food & Beverage
Beraca Barnabe
Luis Carrillo Coira
Julian Gonzalez
Larry Jarrell Jr.
Jodregue Vixama
Vassili Zelenin

Marketing & Sales
Ashley Carlin
Fernando Flores
James Stewart Jr

Merchandise
Laverne Vereen

Park Services
Robert Braciak
Jason Edge
Heather Schulman

Security
Keisha Martinez
Michael Miller Jr.

Shared Services
Alexandra Matson

Technical Services
Joshua Benton
Solomon Dadzie
William Fenton
Thomas Krug
Paul Wieclaw

Universal Creative
Sherland Beverley
Russell Giambrone Jr
Vanessa Luedtke
Concepcion Nicdao
David Small
Matthew Taggart

Wardrobe
Adrienne Cora
Steven Sokolowski

Scene Around: 2017 Team Member Health Fair

uonews

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Questions? Comments? Story Ideas? Give us your feedback! E-mail **communications@universalorlando.com**
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